

WHAT IS CLAIMED IS:

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a1*

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1. A method of maintaining a website, the method comprising:  
providing electronic help on a website;  
collecting usage data from the electronic help; and  
providing at least one report, said report being indicative of the usage  
data.

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2. The method of maintaining a website of Claim 1, further comprising  
modifying the website based on said report.

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3. The method of maintaining a website of Claim 1, wherein said report is  
generated automatically upon receipt of usage data.

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4. The method of maintaining a website of Claim 1, wherein said usage data  
includes a user browser type.

5. The method of maintaining a website of Claim 1, wherein said usage data  
includes a user address.

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6. The method of maintaining a website of Claim 1, wherein said usage data  
includes a requested help topic.

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7. A system for website help, comprising:

a tracking module adapted to track and log movements of a user in a help  
environment;

a recording module adapted to record information pertaining to the user  
and to the movements; and

a reporting module adapted to report usage of the help environment.

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8. The system for website help of Claim 7, wherein said recording module is  
further adapted to record a user browser type.

9. The system for website help of Claim 7, wherein said recording module is  
further adapted to record a user address.

10. The system for website help of Claim 7, wherein said recording module is further adapted to record a requested help topic.

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